Title: Method of Processing an Inbound Call in a Call Center Inventor: John Crook Application No: 09/523,935 Page 1 of 2 REPLACEMENT SHEET



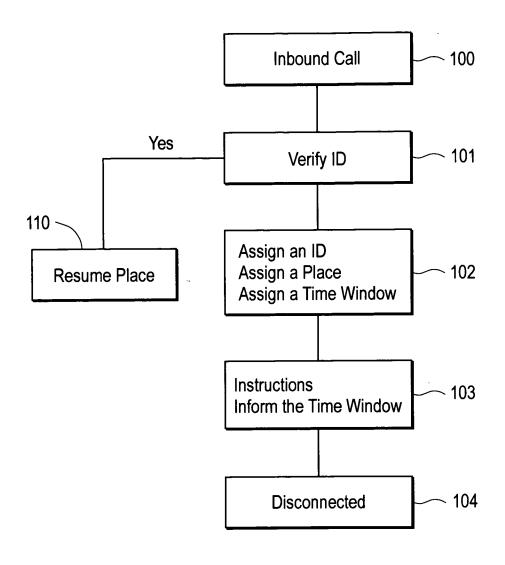


FIG. 1

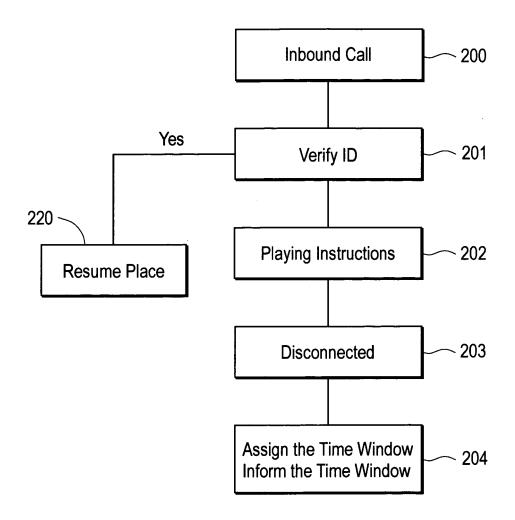


FIG. 2